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## Humber Bridge Customer Service Policy

### Policy Statement

Our Customer Service Policy makes clear our commitment to provide excellent services that offer value for money. Key to achieving this vision is a good relationship with our customers and partners.

### Our Customer Charter

The Humber Bridge (HB) aims to be an organisation that puts the needs of the customer first. Our team is committed to providing a responsive, caring and professional service.

We promise to:

- Act in a professional manner and be polite at all times
- Deal with your enquiry promptly or explain the reason for any delay
- Listen to you and ask for your views
- Keep our promises
- Be open and honest and explain our decisions
- Apologise when we make a mistake and put things right
- Accept your right to complain and guarantee a full investigation and considered response
- Treat you and your information with respect and in line with GDPR

We would like you to:

- Give us the information we need to help you
- Treat all our colleagues appropriately and with respect.
- Help us to improve by giving us your views and suggestions
- If we don't do as we say in this Customer Charter, please tell us

### Our Customer Service Standards

We aim to:

- Welcome you with a warm and friendly greeting
- Answer phones and live chat messages as soon as an operative is available and confirm you are through to the Humber Bridge



**Call Us:**  
01482 235500



**Write to Us:**  
Humber Bridge, Ferriby Road,  
Hessle, HU13 0JG



**Get in Touch Online:**  
[humberbridge.co.uk/get-in-touch/contact-us/](https://humberbridge.co.uk/get-in-touch/contact-us/)

- Resolve your query at the first point of contact or refer you to a colleague who can help with your specific query if we're unable to resolve on the spot
- Get back in touch with you when we promise to
- Respond to general contact, queries, requests, and complaints within the timescales set out in our acknowledgement messages, or as otherwise agreed by a member of our team.
- Respond to Unpaid Toll Notification appeals within 45 calendar days
- Treat you fairly – demonstrating our commitment to equality and diversity
- Communicate in plain language
- Make effective use of IT and web services
- Have well-trained and confident team members that have the skills and knowledge to do the job
- Contact you if your query can't be resolved within our targets, explain why and give you timescales for resolution

#### **What we ask from our Customers**

All our colleagues are valued and therefore we are committed to ensuring a safe and respectful working environment.

We do not tolerate abuse from customers towards our colleagues. This includes, but is not limited to:

- **Verbal or Written Abuse:** Any use of offensive, threatening, or demeaning language.
- **Physical Abuse:** Any form of physical aggression or threats.
- **Discriminatory Remarks:** Any comments or behaviours that are racist, sexist, homophobic, or otherwise discriminatory.
- **Harassment:** Any repeated or unwelcome behaviour that creates an intimidating, hostile, or abusive environment.

We ask you to please

- Treat all of our colleagues with courtesy and respect, avoiding unacceptable behaviour (we do not tolerate harassment, swearing, shouting, demeaning and offensive language)
- Take the courtesy to ask the member of team's permission if you intend to record the conversation and respect their decision/response
- Give us the information and documentation we need to help you
- Help us by telling us when we do not meet your expectations, giving your views and suggestions



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Every member of the team deserves to be treated with respect and dignity. Abusive behaviour undermines the wellbeing and morale of our team. Any incident of abuse will be addressed immediately. Colleagues are encouraged to report any abusive behaviour to their line manager.

### **Training & Improvement**

We will:

- Simplify the complaints process and encourage written form where possible
- Monitor complaints to ensure we learn from our mistakes
- Monitor our performance against these standards and policy
- Train and support our colleagues in providing better customer service

### **Our Customer Service Systems**

- We will use auto attendant technology to provide information to customers contacting us by telephone and to direct customers to the person/team that can help resolve their query
- We operate audio recordings of telephone calls for training, quality assurance and security purposes
- We retain call recordings in line with our retention policy and we may use these to help respond to your enquiries and complaints
- We make CCTV and audio recordings of transits through the toll plaza and we may use these to help respond to your enquiries and complaints

### **Complaints Process**

HB operates a three stage process for dealing with general complaints that are unrelated to toll disputes. For [toll disputes process](#) see below.

**Stage 1: Initial Complaint Received** - The complaint will be passed to the relevant department. We aim to respond within 14 calendar days to provide a full response or to request further information.

**Stage 2: Resolution** - A representative from the relevant department will review the complaint and respond accordingly.



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**Stage 3: Escalation** – If you have been through our complaints procedure and are still dissatisfied, you can request for your complaint to be escalated for further review.

To contact us:

Visit our [Contact Us page at www.humberbridge.co.uk](http://www.humberbridge.co.uk)

Write to: Business Services, Humber Bridge, Ferriby Road, HU13 0HX

### Disputing an Unpaid Toll Notification Process

HB operates a three-stage process for dealing with toll disputes:

**Stage 1: Appeal Submitted** – Customers have the opportunity to submit a dispute regarding the unpaid toll notification they have received. This must be done online at [www.humberbridge.co.uk](http://www.humberbridge.co.uk), and the Unpaid Toll Notification cannot be appealed if already paid. The details will be reviewed by a member of the Customer Services Team, and a response will be sent within 45 days. At this stage, administration fees incurred are frozen from the date of when correspondence is received.

**Stage 2: Formal Resolution** – For customers who are unhappy with the stage 1 response, they can ask for their appeal to be reviewed again. This will be investigated by an alternative member of the Customer Services Team with a rationale for the decision made. Appeals where no reason, other than disagreeing with the stage 2 decision, will not be accepted.

**Stage 3: Final Resolution** – For Customers who appeal the stage 2 decision, their complaint will be escalated for further review. A written response will be provided with a rationale for the decision made; this decision will be final. Failure to pay at this stage upon request will result in the Unpaid Toll progression continuing as per the progression timeline shown on our website. This will result in further fees being added, and culminating with the case being passed to a Debt Recovery Agency.

### Policy Updates

We may update this policy in line with our review schedule. Please ensure you refer to the most current version which will be available on our website or from our Customer Services team.

Last updated: 06/05/2026



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